

The Life of a Workers' Compensation Claim

Employer's Responsibilities

Labor Code 5401

- The Employer will PROVIDE (in person or by mail) an *Employee's Claim Form for Workers' Compensation Benefits* (DWC-1/e3301) within one working day of their knowledge of injury
- Knowledge is when any supervisor or lead person has been told of or witnesses the injury

Labor Code 5402

- The Employer has **one working day** after an Employee Claim form is filed to authorize medical treatment.

Labor Code 6409.1

- The Employer will complete and submit an *Employer's Report of Occupational Injury or Illness* (e3067S) within 5 working days of knowledge of an injury.
- MUST be completed by supervisor or return-to-work coordinator
- Not an admission of liability
- Employers opportunity to tell what they think
- Not admissible in any proceedings
- Protected under Attorney/Client Privileges
- File via Electronic First Report Of Injury (EFROI) or fax to Customer Service Center (CSC)

State Fund Responsibilities

Labor Code 4650

- State Fund will make a decision regarding liability and will notify the employee within 14 days of the **Employer's** Knowledge
 - Accept – Pay benefits due
 - Deny
 - Delay – 90 days to make a final decision on liability
 - Obtain Medical treatment records
 - Obtain Medical Evaluation (QME/AME)
 - Pay up to \$10,000 in medical benefits (LC5402)

The Life of a Workers' Compensation Claim

Primary issues related to determining liability

- Labor Code 3600: AOE/COE
- Labor Code 3202: Liberal Construction
- Labor Code 3212-3213.2: Presumptive Injuries or Illnesses
- Medical Substantiation

AOE/COE – in order for a claim to be considered compensable under California Law, both elements must be present

- Injury must **Arise Out of Employment**
- Injury must occur in the **Course Of Employment**

Liberal Construction -

- Labor Code 3202 – Workers' compensation laws shall be liberally construed by the courts with the purpose of extending their benefits for the protection of persons injured in the course of their employment
- LC 3202.5 - Requires all parties meet their evidentiary burden of proof on all issues by a preponderance of evidence and all parties are equal before the law

Presumptive Injuries/Illnesses

- LC 3212 through 3213.2
- Certain state and local public safety members and fire fighters are entitled to a statutory presumption that the condition arose out of and in the course of employment
- Always provide an *Employee Claim Form* (e3301) if they are subject to any p resumptions:
 - Heart Trouble
 - Hernia
 - Tuberculosis
 - Meningitis
 - Low Back (CHP)
 - Pneumonia
 - Lyme Disease
 - Cancer, Including Leukemia
 - Skin Cancer
 - Bio-chemical Exposure
 - Blood-borne Infections Diseases
 - MRSA

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Medical Substantiation - Every injury must be medically substantiated

- **Employer Control** –
 - Chosen doctor/medical facility must be posted in a visible area that is frequented by employees
 - Should be a doctor/medical facility from the MPN
 - State Fund provides the Posting Notice (e13913/14)
- **Pre-designated treating physician**
 - Employer must provide every employee the opportunity to pre-designate a personal physician or their personal physician's multi-specialty medical group
 - The employee must pre-designate the physician prior to the injury
 - The physician or multi-specialty medical group must agree to be pre-designated
 - Must be a medical doctor (MD) or doctor of osteopathic medicine (DO) that has treated the employee prior to the designation and maintains the employee's medical records
- **Medical Provider Network (MPN)**
 - List of doctors maintained by State Fund
 - All claims with Dates of Injuries of **1/1/06 or later** must treat with a doctor within the network
 - Employers should refer all injured employees (who have not pre-designated) to the MPN

Types of Claims

Non-Disability

- Injuries with 3 days or less of medically authorized temporary disability
- Less complex injuries requiring limited medical oversight
- No permanent disability reasonably expected
- Do not involve legal representation
- Closed or transferred to disability claim within 6 months
- Not used in calculating the State Contract Service Fees

The Life of a Workers' Compensation Claim

Mini-Disability

- Injuries with over 3 days of medical authorized temporary disability
- Less complex injuries requiring limited medical oversight
- No permanent disability reasonably expected
- Do not involve legal representation
- Closed or transferred to disability claim within 6 months

Disability

- Injuries with over 3 days of medically authorized temporary disability
- More complex types of injuries
- Most likely will involve permanent disability
- May involve Supplemental Job Displacement Benefit
- May involve legal representation

Maintenance Claims

- Settled by Stipulation
- Continuing to pay out permanent disability award and/or life pension
- Medical Treatment for the rest of the claimant's life

First Aid Claims

- Does not have to be reported to State Fund (but recommended)
- No time lost from work
- One time visit to a MD plus one follow up for observation of a minor injury only
- Employer MUST pay any medical bills
- Can be filed as Non-disability claim so State Fund can pay medical bills

Basic Benefits

Benefit Notices

- Sent at the start and stop of every benefit paid to the claimant
- Letters explain the dates paid, the weekly rate calculation and the total benefits paid
- Letters provide explanation of rights and appeal process
- Language is regulated/mandated by the DWC

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Industrial Disability Leave (IDL)

- PERS or STRS members only
- Verified by State Fund according to medical substantiation
- Waiting period and number of days tracked by the employer
- Employer pays benefit
- Can use up to 365 days
- Must be used within 2 years from the first date used
- Any partial day counts as 1 full day against 365 day limit
- No WCAB jurisdiction

Labor Codes 4800/4800.5

- 4800 – Department of Justice employees in active law enforcement
- 4800.5 – CHP officers
- Verified by State Fund according to medical substantiation
- Waiting period and number of days used tracked by the employer
- Employer pays benefit
- Can use up to 365 days
- Can be used for medical appointments and partial days
- Governed by Labor Code so the WCAB has jurisdiction

Temporary Disability (TD)

- Paid by State Fund according to medical substantiation
- The rate is 2/3 of the injured employee's average weekly wage
 - Maximum of \$986.69 and minimum of \$148.00 per week
- Must be paid within **14 days** of the **Employer Date of Knowledge** that disability exists or IDL/4800/4800.5 is ending, and every 14th day thereafter
 - Paid in 8 hours increments unless there is a wage loss situation
 - Medical appointments not covered by TD

Labor Code 4656

Limits the temporary disability benefit to 104 compensable weeks (2 years)

- 1 year of IDL counts toward the 2 year limit
- 2 years of TD after (plus) the one year of 4800/4800.5 (Matthews case)

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- Some extreme injuries can extend TD up to 240 compensable weeks
 - Acute and Chronic Hepatitis B & C
 - Amputations
 - Severe Burns
 - HIV
 - High Velocity Injuries
 - Chemical Burn Eye Injuries
 - Pulmonary Fibrosis
 - Chronic Lung Disease

For dates of injury 4/19/04 thru 12/31/07

- The 104 weeks of benefits must be paid within 2 years from the first disability payment

For dates of injury 1/1/08 and later

- The 104 weeks of benefits must be paid within 5 years from the DOII

Seasonal TD rates

- Case Law – Jimenez and Signature Fruit
- Allows for two tier TD rates
- In Season rate is 2/3 of average weekly wages (or IDL)
- Off Season rate is 2/3 of weekly off season wages (no IDL)
 - Not subject to minimum TD rates (can be **zero**)
- Agency must notify State Fund of season starting
- State Fund has 14 days from start of season to increase TD rate (or verify IDL)

Supplemental Job Displacement Benefit (SJDB)

- Dates of injury 1/1/04 and later
- Employer did not make offer of regular, modified or alternate work within 30 days of TD ending
- Employee did not return to work within 60 days of TD ending
- Claim must be finalized to be paid
- Covers cost of tuition, books, supplies and counselor
- Paid directly to a State Approved or accredited school
- Determined by the PD settlement amount:
 - PD 1% - 15%
 - PD 15% - 25%
 - PD 26% - 49%
 - PD 50% - 99%
 - \$4000.00
 - \$6000.00
 - \$8000.00
 - \$10,000.00

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Permanent Disability

- Starts 14 days after TD/IDL/4800/4800.5 ends or after P&S
- Based on Medical Findings
- Weekly rates vary depending on the percentage of PD, date of injury and the injured workers' earning at the time of the injury. The current maximum is \$270.00 per week
- Each PD percentage has an assigned number of weeks of compensation
- The number of weeks and the rate is based on legislation in affect on the date of injury

Life Pension

- Paid on claims with PD ratings of 70% or more
- Starts 14 days after PD ends
- Usually about half of the PD weekly rate
- Paid for the rest of the injured employee's life
- **100% PD** - the injured employee will receive their **TD rate for the rest of their life**

Medical Treatment and Medical Control

Labor Code 4600

- The Employer must provide medical treatment that is **reasonably required to cure or relieve** the effects of the industrial injury
- Treatment must be reviewed under Utilization Review guidelines
- Allows for a Medical Provider Network (MPN)
 - Injured workers must treat with a doctor in the MPN unless they have pre-designated a physician
 - Chiropractic and Physical Therapy limited to 24 visits each

Utilization Review (UR) – Labor Code 4610

- Treatment must be based on Medical Treatment Utilization Standards (MTUS), American College of Occupational and Environmental Medicine (ACOEM) Guidelines, or nationally recognized medical publications
- Effective for all dates of injury
- Adjusters and nurses can authorize treatment

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- Only a doctor can delay, modify or deny a treatment plan
- State Fund has 5 days from receipt to make a determination unless additional information is needed
- Additional information must be requested within 5 days of receipt, State Fund then has 14 days to make a determination.
- If time frames missed
 - **Sandhagen** Case Law - the treatment will be presumed correct
- District Office Health Consultants in each State Fund office
 - Doctors
 - Chiropractors
 - Nurses
 - Blue Cross and Comp Partners
- If the injured worker disagrees with the Utilization Review decision, they must object and can resolve by QME or AME

Objecting to Medical Findings

- Must object within 20 days of receipt of the medical report
 - Can be extended on represented cases if both parties agree
- Either party can object
 - Extent and Scope of treatment
 - Existence of New and Further disability
 - Permanent and Stationary status
 - Inability to engage in usual occupation

Qualified Medical Evaluator (QME)/Agreed Medical Evaluator (AME)

- Once a Primary Treating Physician (PTP) finds the injured employee to be permanent and stationary (P&S), State Fund and the Claimant/Applicant's Attorney (AA) have 20 days to agree or object to the findings.
- **If all parties agree, the case will be worked up for a settlement authority request.**
- **If either party disagrees, the parties must proceed through the AME/QME process.**

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Unrepresented –

- If the **injured disagrees** with the PTP, – the injured employee completes a Request for a Panel QME
 - to the DWC (Division of Workers' Compensation)
 - The DWC issues a panel of 3 doctors
 - The injured employee has 10 days from receipt to pick a doctor and schedule an evaluation.
- If **State Fund disagrees** with the PTP, – the injured employee has 10 days to complete the Request for a Panel QME
 - to the DWC (Division of Workers' Compensation)
 - If the injured employee does not comply, State Fund completes the request
 - DWC issues a panel of 3 doctors
 - The injured employee has 10 days to pick a doctor and schedule an evaluation
 - If they do not choose a doctor, then State Fund can choose the doctor and schedule the evaluation

Represented –

- If **either party disagrees**
 - Either party can object within 20 days (or if agreed upon by both parties, a longer period of time)
 - If objecting, an AME offer must be made
 - If a doctor can be agreed upon, that doctor makes all the final determinations on the file.
- If an AME **cannot be agreed upon**
 - Either party can request a panel of QME doctors
 - The DWC issues a panel of 3 doctors
 - Once panel received, each party has three days to strike one doctor from the list
 - The last doctor left on the list is the chosen QME. This process has been coined “the last doc standing”
 - If either party fails to strike a doctor timely, the other party may just pick a doctor and schedule an evaluation
 - This doctor makes all the future and final determinations on the file.

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Permanent Disability

Permanent and Stationary

- Residual effects of an industrial injury as ascertained and described by physicians when the employee's condition becomes "**permanent and stationary**" or has reached "**maximum medical improvement**"
 - A condition is considered "P&S" or "MMI" when it has **stabilized and is unlikely to change in the next year.**
- Physicians provide information about the injured employee's permanent impairments and limitations

PD Ratings

- PD ratings are based the objective findings of the physician.
- The physician is required to measure the medical history and objective findings against the **Activities of Daily Living**
- The physician is required to report an impairment using the **American Medical Association (AMA) Guides to the Evaluation of Permanent Impairment (5th edition).**
- The impairment standard provided by the physician in terms of Whole Person Impairments (WPI)
- The adjuster rates the impairment to account for the diminished future earning capacity, age and occupation

The Activities of Daily Living:

- | | |
|---------------------|-----------------------------------|
| • Self Care | • Non-specialized hand activities |
| • Communication | • Travel |
| • Physical Activity | • Sexual Function |
| • Sensory Function | • Sleep |

Impairment vs. Disability

Impairment – loss, loss of use or derangement of any body part, organ system or organ function

Disability – effect of impairment on the ability to meet personal, social or occupational demands

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PD Ratings range from 0% to 100%

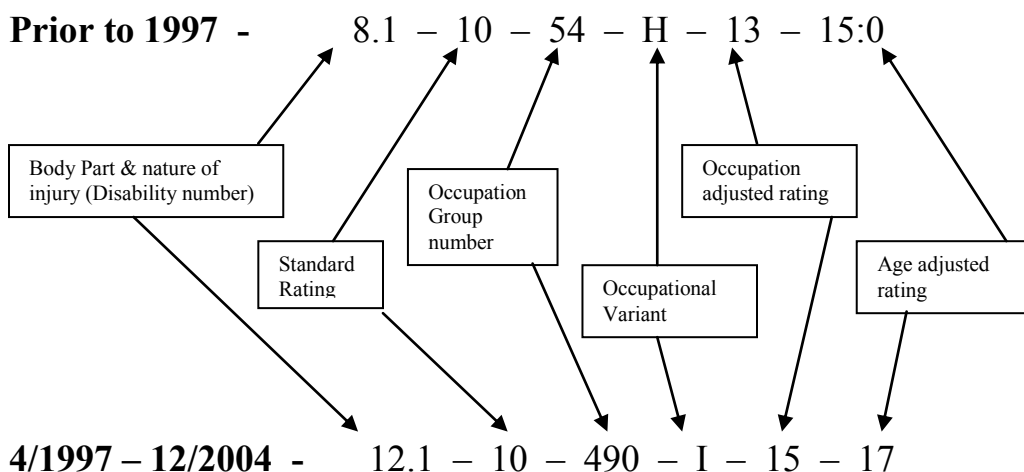
- 0% signifies no reduction in the ability to meet personal, social or occupational demands
- 100% signifies the level of disability at which they would not be expected to successfully meet personal, social or occupational demands

Three Schedules for Permanent Disability Rating (PDR)

The first was developed in 1914 and revised in 1978, the second was adopted April 1, 1997, and the last was adopted by emergency regulations on January 1, 2005. The following examples are for a 50 year old safety officer with the same low back injury:

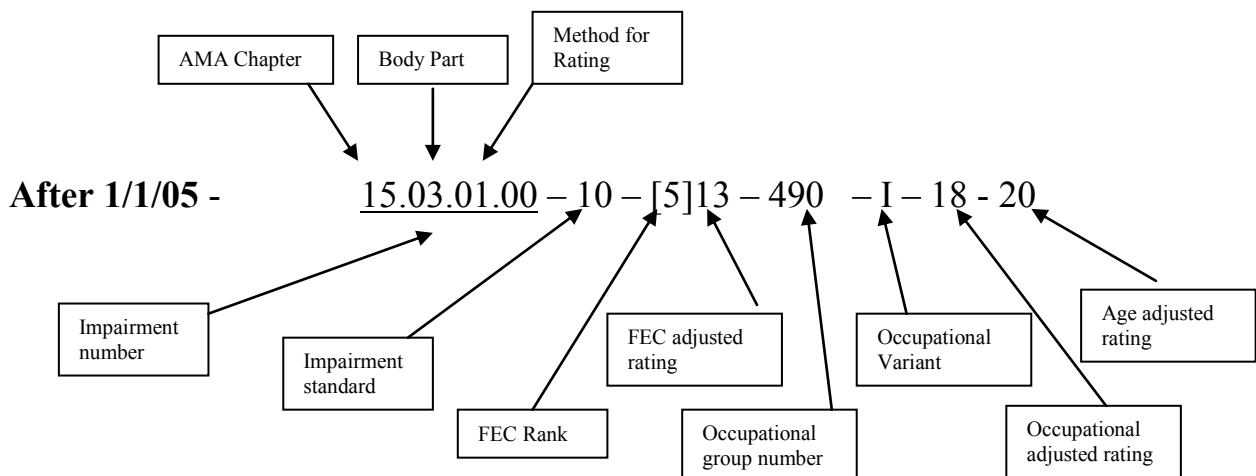
Old Formulas

Prior to 1997 -



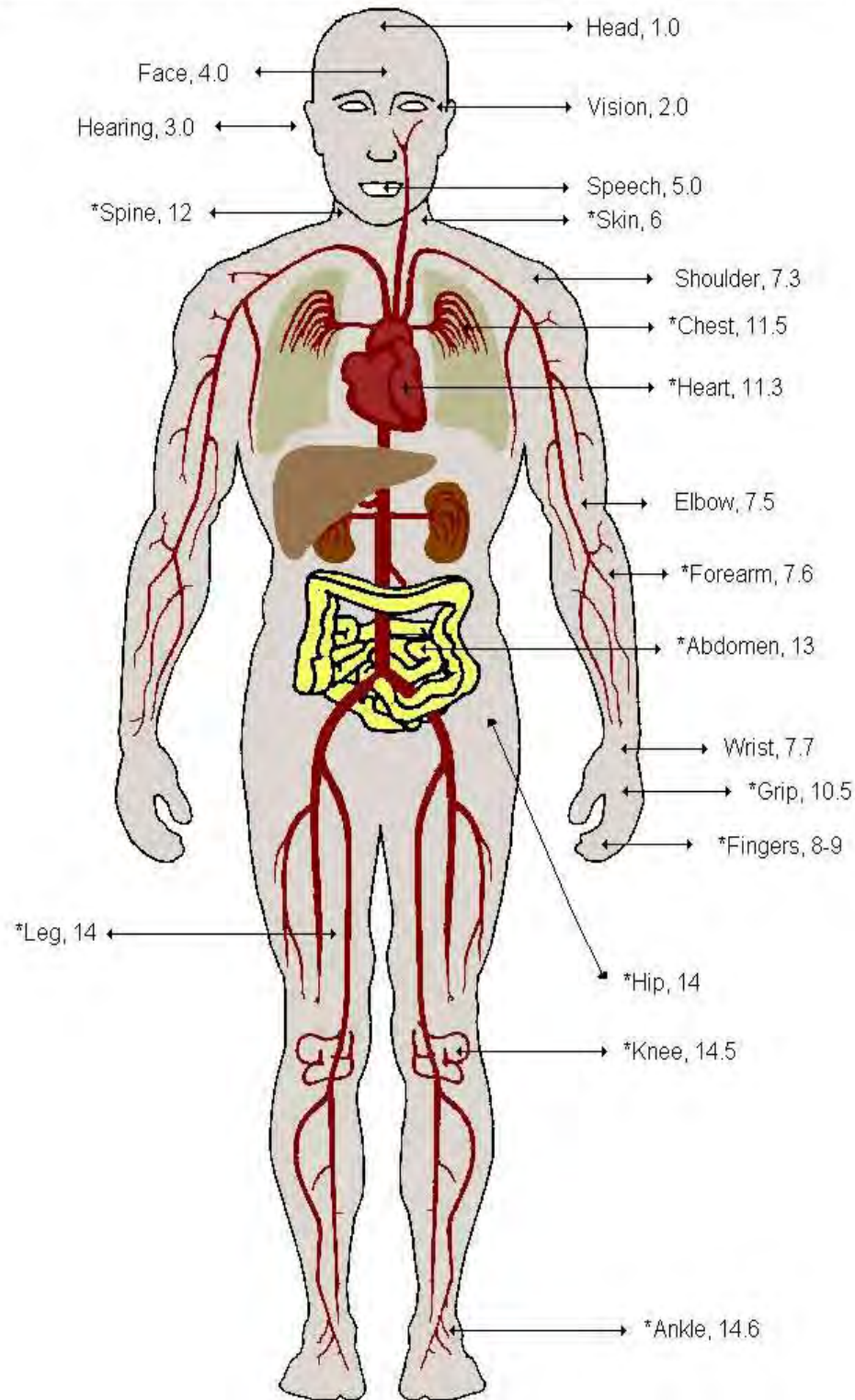
4/1997 - 12/2004 - 12.1 - 10 - 490 - I - 15 - 17

New Formula



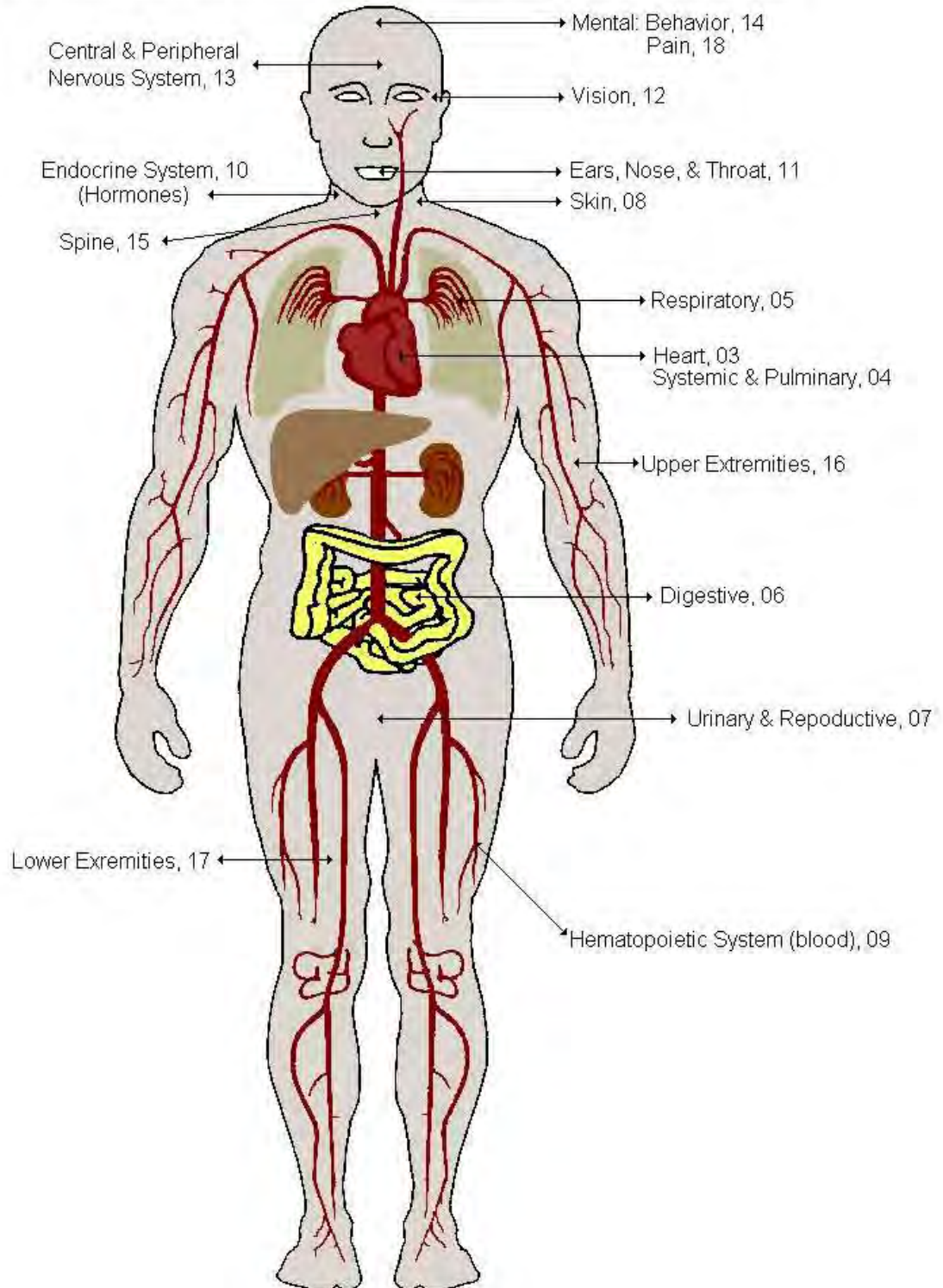
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PERMANENT DISABILITY: Anatomical Drawing fro DOI April 1, 1997+



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PERMANENT DISABILITY: Anatomical Drawing for DOI after 1/1/05



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Apportionment

- Physician determines what percentage of the impairment was caused by the industrial injury
- This percentage is subtracted from the total disability and the employer is held responsible for only the portion caused by the industrial injury
- 7 regions of the body – each region can receive up to 100% PD
- Labor Code 4663 -provides that the physician determines the percentage caused by any pre-existing non industrial injuries and/or conditions
- Labor Code 4664 - any pre-existing workers' compensation settlements will be **conclusively presumed** still in tact and will be apportioned (percentage of prior award subtracted from new disability percentage – Welcher/Brodie Supreme Court decision).
- Presumptions can not apportion to non-industrial factors when there is an anti-attribution clause
- Benson – Wilkinson no longer applies – apportion to each case

Disability Evaluations Unit

- Rating specialists at each WCAB office that provide disability ratings
- Three types of ratings
 - Summary Rating
 - Issued on non-represented claims
 - Not mandatory for settlement, but Judges require you prove one was requested
 - Can be issued on a PTP report or a panel QME report
 - Not binding on either party, but they are difficult to fight
 - Formal Rating
 - Issued on litigated cases at the request of the Workers' Compensation Judge usually during trial proceedings
 - Consultative Rating
 - Not an official rating
 - Merely advisory and is usually obtained to assist in settling a claim
 - May be obtained regardless of legal representation
 - Not admissible in a judicial proceeding

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PD +/- 15% for Regular, Modified or Alternative Work

Labor Code 4658(d) - For injuries occurring on or after 1/1/05

- Permanent Disability weekly payments after P&S will be reduced or increased depending on whether the employer can offer the injured employee regular, modified or alternative work with in **60 days of a disability becoming permanent and stationary.**
- All offers of regular, modified or alternative work are governed by the definitions of Labor Code §4658.1
- All offers must be on form DWC 10003 or DWC 10133.53
- The wage and compensation for any increase in working hours over the average hours worked at the time of injury shall not be considered.
- The employee may waive the condition that regular, modified or alternative work be located within a reasonable distance of the employee's residence at the time of injury
- The condition is waived if the employee accepts regular, modified or alternative work and does not object to the location within 20 days of being informed of the right to object.
- The condition is conclusively deemed satisfied if the offered work is at the same location and same shift as the employment at the time of injury.

Regular Work

- Usual occupation or the position in which the employee was engaged at the time of injury and that offers wages and compensation equivalent to those paid to the employee at the time of the injury and located within a reasonable commuting distance of the employee's residence

Modified Work

- Regular work modified so that the employee has the ability to perform all the functions of the job and that offers wages and compensation that are at the least 85% of those paid to the employee at the time of injury and located within a reasonable commuting distance of the employee's residence at the time of injury

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Alternative Work

- Work that the employee has the ability to perform, that offers wages and compensation that are at least 85% of those paid to the employee at the time of injury, and that is located with a reasonable commuting distance of the employee's residence at the time of injury

Increase vs. Decrease

- If within **60 days** of a disability becoming P&S, an **employer does not offer an injured employee regular, modified or alternative work for a period of at least 12 months**, each disability payment remaining to be paid from the date of the 60 day period shall be ***increased by 15%***.

Example: If the base rate is \$230/week, the payment will be increased to \$264.50/week.

- If within **60 days** of a disability becoming P&S, an **employer offers an injured employee regular, modified or alternative work for a period of at least 12 months**, and regardless of whether the offer is accepted or rejected, each disability payment remaining to be paid from the date the offer was made will be ***decreased by 15%***.

Example: The payment will be decreased to \$195.50/week.

- If the **employer terminates the regular, modified or alternative work** before the end of the period for which disability payment are due, the amount of each of the remaining payment shall ***increase 15%***.

Example: If it was initially reduced to \$195.50/week due to an offer of regular, modified or alternative work, the remaining benefits would be paid at \$264.50/week.

- If an **employee voluntarily** quits then he/she will not be eligible for 15% increase of the remaining weeks of PD benefits from the time of leaving employment.

Example: Payments will continue to be paid at \$195.50/week. Payments will **not** revert back to the base rate of \$230/week.

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Settlement Process

Authority Requests

- State Fund will request authority from the employer when medical file is complete
 - Reports addressing permanent and stationary, permanent disability and apportionment
- Estimate the value of the claim
 - Permanent disability
 - Future Medical treatment
 - Any outstanding TD issues
 - Any outstanding medical liens
- Prepare a finalization worksheet
- Prepare an authority request
- Send it to the RTWC

Employer has 10 days from receipt of completed package to authorize the authority request or state any objections

- If there is not a timely response, State Fund can assume authority has been granted

The Authority requests will include:

- Proposed Finalizations for State Cases
- Finalization worksheet
- Estimate (value of case in the future)
- PD Rating
- Balance sheet (all benefits paid to date)

Things to Consider Prior to Settlement

Labor Code 5814 Penalties

- Up to 25% of late payment
- If 10% self-imposed increase is paid by State Fund within 90 days of knowledge - no additional penalty can be awarded

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Labor Code 132A

- The employer can not discriminate against the employee as a result of filing a workers' compensation claim
- The penalty is one-half the value of the claim (all species of benefits - TD, PD, and Medical - past, present and future), in addition to all entitled benefits, up to \$10,000

Serious and Willful (S&W)

- Labor Code 4553
- An employers knowledge of a hazard prior to an injury may expose the Department to a S&W
- The penalty is one-half the value of the claim (all species of benefits - TD, PD, VR & Medical - past, present and future), in addition to all entitled benefits
- No limit

Subrogation

- Third party liability claims
 - Motor Vehicle Accidents
 - Defective Products
 - Chairs, elevators, equipment, etc...
- Will be filed if the claimant personally files suit against the third party
- Subrogation Legal Unit
- Recovery
 - Cash – deposited back to the case
 - Statutory Credit
 - State Fund takes credit for any further benefits due
 - Injured must provide receipts for medical treatment

Liens

Must be addressed before a claim can be settled or closed and can be filed by any provider within:

- 6 months from the date of settlement
- 5 years from the date of injury
- 1 year from the date services were provided

Whichever is later...

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Medicare Set-Aside

- C&Rs only
 - Needed on all C&R's over \$250,000 and will be on Medicare in the next 30 months
- If currently on Medicare-
 - All C&Rs must have a set aside account
 - Only those over \$25,000 are submitted to CMS for approval

Mandatory Settlement Conference (MSC)

- If State Fund is unable to settle the claim it proceeds into the litigation process.
- Declaration of Readiness (DOR)
 - Offer of settlement must be made prior to filing a DOR
 - Parties must object to a DOR within 10 days, if it is needed
 - MSC will be scheduled by the WCAB regardless of objection
- Preparation for an MSC
 - State Fund will request authority
 - List of Witnesses
 - All exhibits to be presented at trial
 - Medical
 - Investigation
 - Subrosa tapes
 - Personnel records
 - Misc. Documentation
- Goal of the MSC is to settle and resolve all issues.
- If we are unable to settle, the case will be set for trial
 - Discovery will be closed by the Judge
 - No further evidence can be submitted

Claims Resolution

Stipulations with Request for Award (stips)

- Settles the permanent disability – parties agree to a percentage of disability
- PD paid out every two weeks
- LP there after (if due) for the rest of the claimant's life
- Leaves Future medical open for the rest of the claimants life

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Compromise and Release (C&R)

- Usually buys out all benefits due (include PD and future medical) for one lump sum to be paid out immediately
- Not usually considered if the employee continues to work for the same employer

Findings and Award (F&A)

- Determined by the Judge
- Findings based on evidence and testimony presented at trial
- Parties have 20 days to object to the findings
 - File a Petition for Reconsideration (Recon)
 - If the Petition is not granted, parties file an Appeal
 - Reviewed at the Appellate Court Level
 - If we disagree with those finding we file a Writ of Certiorari
 - Reviewed at the Supreme Court Level

Dismissal

- Filed on litigated files when the applicant attorney fails to complete their discovery
- State Fund must notify all parties of intent to dismiss
- Parties have 20 days to file an objection with the DWC
- Judge reviews and issues a determination
 - The judge will allow an additional 10 days for an objection before the decision is final

Closing Claims

Non-represented claims with no activity

- Adjuster must send a closing notification and close in 6 months

Represented claims

- Can not be closed until settled

Settled Claims

- After **all** benefits have been paid out in full
- After all liens have been resolved